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HUMAN SERVICES COMMITTEE

Public Hearing

March 12, 2015

Written testimony of State Ombudsman, Nancy Shaffer

Senator Moore, Representative Abercrombie, Senator Slossberg and Representative McGee and esteemed members of the Human Services Committee my name is Nancy Shaffer and I am the Connecticut State Long-Term Care Ombudsman. Per the Older American's Act and CT General Statute 17b-400-417, it is the duty of the State Ombudsman to provide services to protect the health, safety, welfare and rights of the residents of skilled nursing facilities, residential care homes and managed residential communities/assisted living facilities. Most recently, the CT General Assembly mandated the Long-Term Care Ombudsman Program develop a pilot project to provide community ombudsman assistance to individuals in Hartford County. It is the responsibility of the State Ombudsman to also advocate for changes in laws and governmental policies and actions that pertain to the health, safety, welfare and rights of residents with respect to the adequacy of long-term care facilities. I appreciate this opportunity to testify on behalf of the thousands of consumers throughout Connecticut who receive long-term services and supports in a wide variety of settings. I offer comments in support of:

S.B. 1043 AN ACT CONCERNING CONTINUING CARE COMMUNITIES

The Ombudsman Program supports the concepts proposed in this bill. The proposal provides for greater financial disclosures by the business entity and ongoing communication between the business/governing board and the residents regarding indicators of financial solvency. A consumer who contracts with a CCRC makes a significant investment of their life's savings and resources. Information and communication about the security of the investment is an appropriate consumer right and protection. Other states, including New York and New Jersey, have already provided for resident protections including financial oversight, these may provide models for best practices for Connecticut.



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